Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints

Levy income

(Source: TIC)

-	December 2011 / December 2010 Jan - Dec 2011 / Jan - Dec 2010	HK\$1,929,000 / 1, HK\$19,371,484 / 1	, , ,	
	ound arrivals rce: HKTB)			
-	Total arrivals in November 2011 / Nov Difference:		3,552,733 / 3,052,390 -16.4%	
-	Total arrivals in Jan - Nov 2011 / Jan - Difference:		37,770,230 / 32,486,877 -16.3%	

- Arrivals from individual markets in November 2011:

<u>No</u>	<u>. of visitors</u>	Compared with	Market
		<u>2010</u>	share
Mainland China	2,343,939	+24.8%	66.0%
Taiwan	155,883	-2.3%	4.4%
Japan	119,683	+5.9%	3.4%
USA	118,069	+7.3%	3.3%

- Arrivals from individual markets in Jan - Nov 2011:

No	. of visitors	Compared with	<u>Market</u>
		<u>2010</u>	share
Mainland China	25,270,370	+23.8%	66.9%
Taiwan	1,976,349	+0.0%	5.2%
Japan	1,154,281	-3.5%	3.1%
USA	1,109,031	+2.9%	2.9%

Mainland inbound tour group registration

(Source: TIC)

-	December 2011 / December 2010	11,918 / 8,095	+47.2%
-	Jan - Dec 2011 / Jan - Dec 2010	109,894/ 78,398	+40.2%

Air ticket sales

(Source: IATA)

Total billing:

-	December 2011	HK\$ 1,755 million
-	December 2010	HK\$ 1,528 million
	Difference:	+14.9%
-	Jan - Dec 2011	HK\$ 22,477 million
-	Jan - Dec 2010	HK\$ 20,348 million
	Difference:	+10.5%
No.	of transactions:	
-	December 2011	480,402
-	December 2010	449,914
	Difference:	+6.8%

-	Jan - Dec 2011	6,016,818
-	Jan - Dec 2010	5,802,265
	Difference:	+3.7%

Complaints

(Source: TIC)

Outbound travellers: December 2011 / December 2010 65 / 55 +18.2% (13 referred by Consumer Council) Jan - Dec 2011 / Jan - Dec 2010 1,110 / 1,033 +7.5% (192 referred by Consumer Council)

Inbound travellers:

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December 2011 / December 2010 (13 CHN 1 SEA / 18 CHN 3 SEA) (4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)

- Jan - Dec 2011 / Jan - Dec 2010 266 / 377 -29.4% (260 CHN 3 SEA 1 UK 2 OTH / 360 CHN 12 SEA 1 UK 1 USA 3 OTH)

Enquiries

(Source: TIC)

 Outbound travellers:

 December 2011 / December 2010

 383 / 341
 +12.3%

 Jan - Dec 2011 / Jan - Dec 2010
 6,210 / 7,193

 13.7%

Inbound travellers:

- December 2011 / December 2010 87 / 44 +97.7% (83 CHN 1 SEA 3 OTH / 43 CHN 1 SEA) (9 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 2 referred by Others)
- Jan Dec 2011 / Jan Dec 2010 760 / 462 +64.5% (734 CHN 8 SEA 2 AUS 1 USA 15 OTH / 442 CHN 7 SEA 3 AUS 1 UK 9 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

-	December 2011 / December 2010	109 / 96	+13.5%
-	Apr - Dec 2011 / Apr - Dec 2010	1,273 / 1,364	- 6.7%
Inbo	ound travellers:		
-	December 2011 / December 2010	10 / 37	-73.0%
	(9 CHN 1 SEA / 34 CHN 2 SEA 1USA)		
	(2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board,		
	1 referred by Hong Kong Police)		

-	Jan - Dec 2011 / Jan - Dec 2010	184 / 153	+20.3%
		(177 CHN 6 SEA 1 OTH / 148 CH	IN 4 SEA 1 USA)